

Congress of the United States

Washington, DC 20510

July 29, 2021

Mr. Jack Dorsey
Chief Executive Officer
Twitter, Inc.
1355 Market Street, Suite 900
San Francisco, CA 94103

Dear Mr. Dorsey,

We write to express our serious concerns regarding the increasing rate of Spanish and other non-English language disinformation across Twitter and your lack of transparency regarding efforts to limit the spread of this harmful content for all languages. We urge you to release specific and clear data demonstrating the resources you currently devote to protect non-English speakers from misinformation, disinformation, and illegal content on your platform.

This letter follows previous letters sent to Facebook and Twitter, including a recent letter sent in April urging your platform to take action against the “Disinformation Dozen”. In addition, the letter calls for greater scrutiny on primary spreaders of vaccine disinformation and requests clear and concrete statistics regarding campaign efficacy and the number of full-time and contract level employees devoted to non-English content moderation. Unfortunately, both platforms failed to provide the requested information on investments made to non-English language content moderation through human review and algorithmic processes.

In your response, you failed to demonstrate the commensurate investment and the efficacy of those programs charged with limiting the spread of misinformation, disinformation, and illegal content. On the contrary, there is significant evidence that your Spanish-language moderation efforts are not keeping pace, with widespread accounts of viral content aiming to sow political division,¹ promote vaccine hoaxes,² and spread election misinformation.³

Congress has a moral duty to ensure that all social media users have the same access to truthful and trustworthy content regardless of the language they speak at home or use to communicate online. Given the seriousness of this issue, we request additional information on what Twitter is currently doing to remove non-English misinformation, disinformation, and illegal content:

1. What are the top five languages for content that users within the U.S. encounter on Twitter? Please provide an approximate percentage of users in the U.S. that encounter

¹ False Political News in Spanish Pits Latino Voters Against Black Lives Matter

<https://www.nytimes.com/2020/10/21/us/politics/spanish-election-2020-disinformation.html>

² COVID-19 crisis: Vaccine conspiracy theories, hoaxes in Spanish targeting Hispanic community breed fear, hesitancy <https://www.usatoday.com/story/tech/2021/03/16/facebook-whatsapp-covid-vaccine-misinformation-spanish-hispanic-hesitancy/4711556001/>

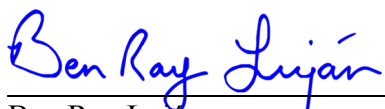
³ False News Targeting Latinos Trails the Election <https://www.nytimes.com/2020/11/04/us/spanish-language-misinformation-latinos.html>

content within the given language on a weekly basis.

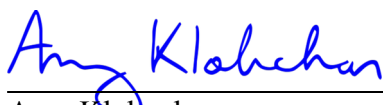
2. How many of your employees and/or contractors provide content moderation in each of those languages? For each language, please break down further by including:
 - a. Employment status of moderators (full-time, in-house, or contract-level), specifying the employees who work across multiple languages to avoid double counting;
 - b. Country the employee is permanently stationed in; and
 - c. Median hourly salary for the cohort broken down by employment status and country where the work is performed.
3. Is all content reviewed in the original language of the post, or are some or all subject to automated translation before being reviewed?
4. For your platform's algorithmic processes that detect content for removal or additional review, do you have processes in place to ensure similar performance between all languages? If so, please describe. Please include in your response specific numbers that show investment or efficacy such as precision/recall metrics, the size of training data, or the number of full-time employees working exclusively on non-English algorithmic content detection.

We look forward to your prompt response, which we would request that you send us by Friday, August 13th, 2021.


Sincerely,



Ben Ray Lujan
United States Senator



Amy Klobuchar
United States Senator



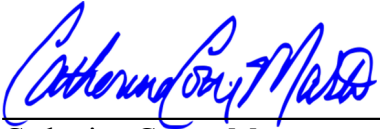
Tony Cárdenas
Member of Congress



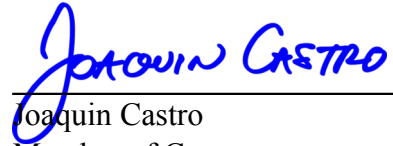
Mazie K. Hirono
United States Senator



Kim Schrier, M.D.
Member of Congress



Catherine Cortez Masto
United States Senator



Joaquin Castro
Member of Congress



Elizabeth Warren
United States Senator



Dina Titus
Member of Congress



Robert Menendez
United States Senator



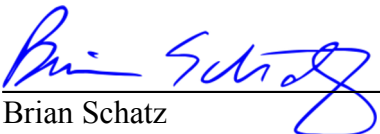
Lori Trahan
Member of Congress



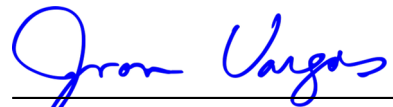
Alex Padilla
United States Senator



Jan Schakowsky
Member of Congress



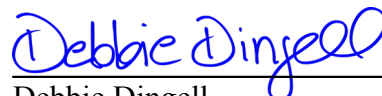
Brian Schatz
United States Senator



Juan Vargas
Member of Congress



Jack Reed
United States Senator



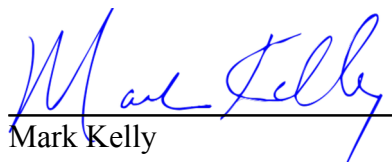
Debbie Dingell
Member of Congress



Richard Blumenthal
United States Senator



Ruben Gallego
Member of Congress



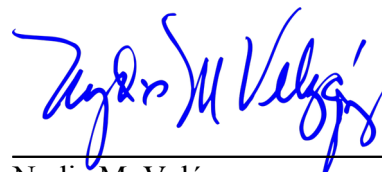
Mark Kelly
United States Senator



Darren Soto
Member of Congress



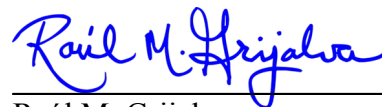
Tim Kaine
United States Senator



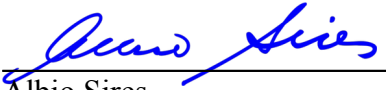
Nydia M. Velázquez
Member of Congress



Raul Ruiz, M.D.
Member of Congress



Raúl M. Grijalva
Member of Congress



Albio Sires
Member of Congress